

**New Jersey - Pennsylvania Comparison**  
**Billing - % Billing Adjustments**  
**Aug - Dec 01**  
**With Adjustments**

	<u>Aug-01</u>	<u>Sep-01</u>	<u>Oct-01</u>	<u>Nov-01</u>	<u>Dec-01</u>	<u>Aug - Dec</u>
<b>New Jersey</b>						
<b>Excluding Charges Adjusted Due to PCDs (BI-3-03)</b>						
VZ-NJ						
Performance	1.48%	1.57%	1.06%	1.60%	1.16%	1.38%
Observations	431351461	422233899	425932191	422824290	411854643	2114196484
CLEC-NJ						
Performance	0.71%	1.29%	1.35%	0.92%	1.15%	1.09%
Observations	19053489	20836318	18053461	18200086	17314584	93457938
<b>Pennsylvania</b>						
<b>Paper Bills (CRIS &amp; CABS combined) (BI-3-01)</b>						
VZ-PA						
Performance	2.21%	2.16%	1.81%	1.17%	1.37%	1.75%
Observations	375493766	384257658	360683716	363903466	357875039	1842213645
CLEC-PA						
Performance	1.54%	2.06%	2.48%	1.88%	1.30%	1.81%
Observations	26234938	17736950	16373466	17224759	18905507	96475620

Note: The August PA CLEC BI-3-01 performance was adjusted to reflect a conversion credit and the September NJ CLEC BI-3-03 performance was adjusted to reflect an anomalous billing claim.

**New Jersey - Pennsylvania Comparison**  
**Billing - % Billing Adjustments**  
**Aug - Dec 01**  
**As Reported**

**New Jersey**  
**Excluding Charges Adjusted Due to PCDs (BI-3-03)**

VZ-NJ
Performance
Observations
CLEC-NJ
Performance
Observations

Aug-01      Sep-01      Oct-01      Nov-01      Dec-01      Aug - Dec

1.48%	1.57%	1.06%	1.60%	1.16%	1.38%
431351461	422233899	425932191	422824290	411854643	2114196484

0.71%	13.78%	1.35%	0.92%	1.15%	3.87%
19053489	20836318	18053461	18200086	17314584	93457938

**Pennsylvania**  
**Paper Bills (CRIS & CABS combined) (BI-3-01)**

VZ-PA
Performance
Observations
CLEC-PA
Performance
Observations

2.21%	2.16%	1.81%	1.17%	1.37%	1.75%
375493766	384257658	360683716	363903466	357875039	1842213645

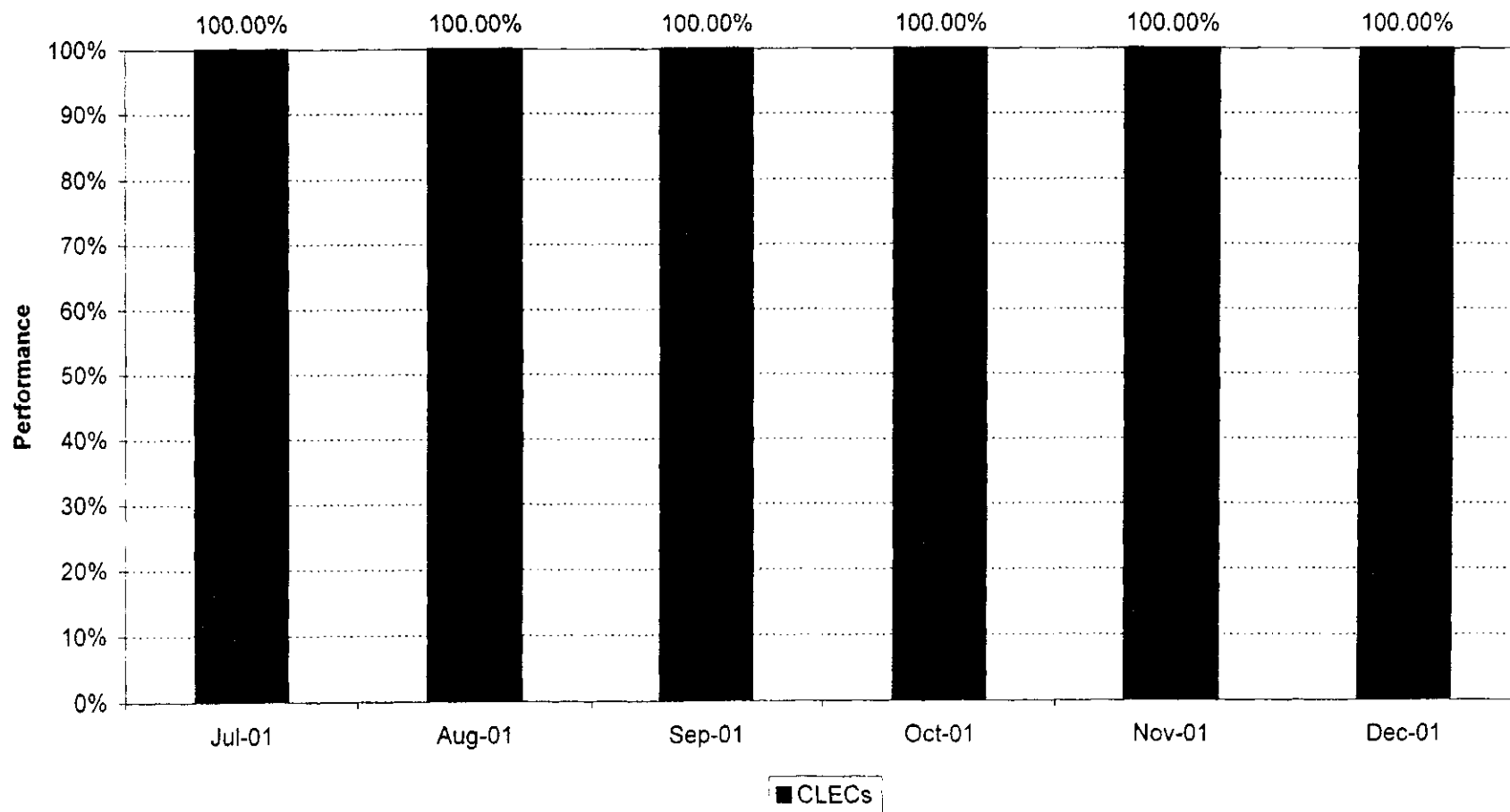
4.61%	2.06%	2.48%	1.88%	1.30%	2.64%
26234938	17736950	16373466	17224759	18905507	96475620



REPLY DECLARATION OF KATHLEEN McLEAN,  
RAYMOND WIERZBICKI, AND CATHERINE T. WEBSTER

ATTACHMENT 8

**Pennsylvania**  
**Billing - Timeliness of Carrier Bill - Electronic Bills - BOS format (BI-2-02)**  
**Jul - Dec 01**



**Pennsylvania**  
**Billing - Timeliness of Carrier Bill - Electronic Bills - BOS format**  
**July - Dec 01**

BI-2-02

Jul-01      Aug-01      Sep-01      Oct-01      Nov-01      Dec-01

CLEC
Performance
Observations

100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
22	30	29	38	40	47



REPLY DECLARATION OF KATHLEEN McLEAN,  
RAYMOND WIERZBICKI, AND CATHERINE T. WEBSTER

ATTACHMENT 9

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## Pennsylvania

### BI-3-04 % CLEC Billing Claims Acknowledged Within Two Business Days

	Sep 01	Oct 01	Nov 01	Dec 01
CLEC BOS BDT Billing Claims Acknowledged On Time	0	3	7	11
CLEC BOS BDT Billing Claims	0	8	7	11
Performance	NA	37.50%	100%	100%

### BI-3-05 % CLEC Billing Claims Resolved Within 28 Calendar Days After Acknowledgment

	Sep 01	Oct 01	Nov 01	Dec 01
CLEC BOS BDT Billing Claims Resolved On Time	0	0	8	17
CLEC BOS BDT Billing Claims	0	0	8	17
Performance	NA	NA	100%	100%

**REDACTED – FOR PUBLIC INSPECTION**



REPLY DECLARATION OF KATHLEEN McLEAN,  
RAYMOND WIERZBICKI, AND CATHERINE T. WEBSTER

ATTACHMENT 10

Attachment 10 - McLean/Wierzbicki/Webster Reply Decl.

**PENNSYLVANIA-NEW JERSEY COMPARE**  
**BDT Adjustments as a Percent of Current Charges**

	Sep-01	Oct-01	Nov-01	Dec-01
	PA	PA	PA	PA
Total Current Charges	\$12,010,296.60	\$12,181,231.47	\$12,563,209.56	\$11,994,890.05
Total Adjustments	\$36,225.10	\$24,866.95	\$34,219.17	\$31,037.06
% of Current Charges	0.30%	0.20%	0.27%	0.26%

	Sep-01	Oct-01	Nov-01	Dec-01
	NJ	NJ	NJ	NJ
Total Current Charges	\$4,937,080.15	\$5,275,735.68	\$5,720,372.06	\$5,910,427.43
Total Adjustments	\$35,630.48	\$27,382.25	\$28,109.95	\$25,946.21
% of Current Charges	0.72%	0.52%	0.49%	0.44%



REPLY DECLARATION OF KATHLEEN McLEAN,  
RAYMOND WIERZBICKI, AND CATHERINE T. WEBSTER

ATTACHMENT 11

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**ATTACHMENT IN HEARING REQUEST PAGES 1573-1574 DATED 11/20/01**

**PON Statuses**

Verizon researched the status of CLEC PONs reported on trouble tickets as having missing notifiers. If the PON was not found in Verizon's systems, it was given a status of "RESEND." If the PON was found in Verizon's systems, it has one of ten statuses described below. Re-sending a PON already in Verizon's systems with a status other than "REJECT" would result in the order being rejected as a duplicate. If an order has a status of "REJECT," it means that the order could not be processed as submitted, and requires correction before being re-submitted.

Where possible, missing electronic notifiers were recreated. In some circumstances, although Verizon had received and processed the order, an electronic notifier could not be re-created. In all of these cases except QUERIED, the CLEC should not re-send the order, as Verizon has found the order and it is either in process or completed. In the case of QUERIED, the CLEC should correct the order and resend.

The progression of an order is:

RECD → REJECT (to CLEC)  
or  
INITIAL → BUSFLOW → QUERIED (to CLEC)  
or  
COMPLETED (canceled)  
or  
CONFIRMED (to CLEC) → PROVNOTE (to CLEC) → COMPNOTE (to CLEC)

If a supplemental version of an order is received, the original version will be statused as:  
→ VERSIONED

Subsequent notifiers will be returned on the new version of the order.

The status and action required, if any, are:

BUSFLOW means the order is being worked by the TISOC. Verizon advises does not need to be resent. As the order progresses through the business process, notifiers will be created as a normal course of production.

CANCELLED means that Verizon has received, accepted, and processed the CLEC's request to cancel the order. Verizon advises does not need to be resent.

CLOSED by CLEC means we have closed the trouble ticket/ PON at your direction. Verizon advises does not need to be resent.

COMPLETED means the order has been completed by the TISOC, i.e., a canceled request. This does not create a notifier. Verizon advises does not need to be resent.

COMPNOTE means the order has been Billing completed. Verizon advises does not need to be resent. When a PON reaches this status, a notifier is created. If a PON has more than one service order, the billing completion notifier is not created until all orders are completed. Where the data was available, Verizon re-created the notifier. In some cases, one or more orders on the PON completed before the period of time for which data was available.

CONFIRMED means the order has passed edits, been accepted and sent down stream to be provisioned. Verizon advises does not need to be resent. When a PON reaches this status a notifier is sent.

INITIAL means the order has been received by the TISOC and was waiting to be worked when this report was run. Verizon advises does not need to be resent.

JEOPARDY means the order may not meet the requested due date at confirmation and/or post confirmation. May need a supplemental order submitted to correct the jeopardy situation. When a PON reaches this status a notifier is created.

NACK means the order received a negative functional acknowledgement (-997). Verizon advises verification of EDI format before resending to Verizon.

PENDING CANCEL means that Verizon has received the CLEC's request to cancel the order. Verizon advises does not need to be resent.

PROVNOTE means the order has been provisioning completed. Verizon advises does not need to be resent. When a PON reaches this status a notifier is created.

QUERIED means the order is awaiting correction by you. Needs a supplemental order submitted with the error corrected. When a PON reaches this status a notifier is created.

REJECT means the order could not be processed. Needs to be corrected and resubmitted as an original order to Verizon.

RESEND means the order was not located at Verizon. Needs to be resent to Verizon.

VERSIONED means a subsequent version of the PON was received. The version on the trouble ticket is not active. Verizon advises order does not need to be resent.

VCANCELLED means that Verizon has cancelled the order. Verizon advises does not need to be resent.

#### **Post Confirmation Jeopardy Codes – prior to October 21, 2000**

Additional data fields further clarify where in the business flow the PON was found. If an order has encountered a post confirmation jeopardy, the following data fields will be populated in the status file:

Post Confirmation Jeopardy Type 1 Code (PCJ Type 1 Code): Where applicable, a value indicating the type of jeopardy

ADL	Additional Line indicator not set on PON; please refer to the information previously supplied by Verizon to you for the new date due for orders with this missing indicator.
CPON	Conflicting or Duplicate PON/order; please refer to the information previously supplied by Verizon to you for further clarification.
INCL	Incomplete Location Specified; complete address necessary. Needs to be corrected and submitted as a supplemental order to Verizon.
WITN	TN Specified is Already a Working TN for Another Customer; a new PON must be submitted to Verizon.
OTHR	Other; please refer to the information previously supplied by Verizon to you for further clarification.

Post Confirmation Jeopardy Type 2 Code (PCJ Type 2 Code): Where applicable, a value indicating the type of jeopardy

SA	Subscriber/End-User No Access
SL	Subscriber/End-User Requested Later Due Date
SR	Subscriber/End-User Not Ready

SE	Subscriber/End-User Requested Earlier Appointment
SO	Subscriber/End-User - All Other Reasons

Please issue the appropriate supplemental LSR to rectify the jeopardy.

**Post Confirmation Jeopardy Codes – subsequent to October 21, 2000**

If an order has encountered a post confirmation jeopardy, the following data fields will be populated in the status file and the appropriate jeopardy notice electronic notifier will be reflowed:

Reason Code	Identifies the reason the order may not meet the requested due date at confirmation and/or post confirmation
	Please refer to Verizon Order Business Rules for definitions of these codes.
Reason Code Detail	Identifies further detail for the service when the reason/jeopardy code for the order is not defined
Estimated Due Date	Identifies the date the provider expects to have service available



REPLY DECLARATION OF KATHLEEN McLEAN,  
RAYMOND WIERZBICKI, AND CATHERINE T. WEBSTER

ATTACHMENT 12

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**C**

**Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, DC 20554**

In the Matter of	)	
	)	
Application by Verizon New Jersey Inc.,	)	
Bell Atlantic Communications, Inc. (d/b/a	)	
Verizon Long Distance), NYNEX Long	)	CC Docket No. 01-347
Distance Company (d/b/a Verizon	)	
Enterprise Solutions), Verizon Global	)	
Networks Inc., and Verizon Select Services	)	
Inc., for Authorization To Provide In-	)	
Region, InterLATA Services in New Jersey	)	
	)	

**REPLY DECLARATION OF  
ELAINE M. GUERARD, JULIE A. CANNY, AND MARILYN C. DEVITO**

**I. Introduction**

1. My name is Elaine M. Guerard. I am Vice President – Wholesale Performance Assurance for Verizon Services Group. I submitted a Declaration jointly with Julie A. Canny and Marilyn C. DeVito as part of Verizon’s above-captioned Application to provide in-region interLATA services in New Jersey. My qualifications are set forth in that Declaration. I am accountable for the entire reply declaration.

2. My name is Julie A. Canny. Executive Director – Regulatory Support for Wholesale Performance Assurance for Verizon. I submitted a Declaration jointly with Elaine M. Guerard and Marilyn C. DeVito as part of Verizon’s above-captioned Application to provide in-region interLATA services in New Jersey. My qualifications are set forth in that Declaration. I am accountable for the entire reply declaration.

3. My name is Marilyn C. DeVito. I am Director for Wholesale Performance Assurance. I submitted a Declaration jointly with Elaine M. Guerard and Julie A. Canny as part



of Verizon's above-captioned Application to provide in-region interLATA services in Pennsylvania. My qualifications are set forth in that Declaration. I am accountable for Parts II and III of the reply declaration.

## **II. Purpose**

4. The purpose of our reply declaration is to address certain inaccurate or misleading statements contained in the comments filed in this proceeding by AT&T concerning (a) the performance measurements that the New Jersey Board of Public Utilities ("BPU") established to monitor the performance Verizon provides to CLECs; (b) the manner in which Verizon reports its performance under those measurements; (c) the processes and procedures by which Verizon makes changes to its calculation of those measurements; (d) KPMG's review of the integrity of Verizon's data; and (e) the Incentive Plan ("Plan") that the New Jersey BPU has established.

5. We also present the performance measurements results collected for November and December 2001 for New Jersey. See Attachment 1. CLEC-specific reports for New Jersey for these months are included as Attachment 2. An update to Attachment 4 to our Declaration, showing performance under the Pennsylvania electronic billing measurements BI-2-02, BI-3-04, and BI-3-05 for November and December is included as Attachment 3 to our reply declaration. Reports showing performance trends over the period from April through December 2001 for New Jersey were filed with the Commission on January 30, 2002. See Application by Verizon New Jersey Inc., et al for Authorization To Provide In-Region, InterLATA Services in New Jersey, Ex parte Letter from Clint Odom to Magalie R. Salas, CC Docket No. 01-347 (FCC filed Jan. 30, 2002). Finally, we note that the current version of the New Jersey Incentive Plan was filed with the Commission on January 17, 2002. See Application by Verizon New Jersey Inc., et al for Authorization To Provide In-Region, InterLATA Services in New Jersey, Ex parte Letter